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OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

ORIGINAL

August 28, 2003

Ms. Elizabeth A. Rolando  
Chief Clerk  
Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62701

Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

Illinois Bell Telephone Company ("SBC Illinois" or the "Company"), with this letter, submits service quality measurement results for the month of July, 2003. These results implement the Commission's requirements pursuant to its review of alternative regulation. See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221.

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely yours,

RJJ:jga

Enclosure

ILLINOIS  
COMMERCE COMMISSION  
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**SBC Illinois**  
**Alternative Regulation Service Quality Report**  
**2003**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	Alternative Regulation Benchmark
<b><u>Measure #1:</u></b>														
Installation within 5 Business Days	97.86%	97.85%	98.08%	98.00%	98.27%	98.22%	97.17%						97.92%	98.00%
<b><u>Measure #2:</u></b>														
Trouble Reports per 100 Access Lines	1.19	1.22	1.55	1.63	1.93	1.60	2.17						1.61	2.66
<b><u>Measure #3:</u></b>														
Out-of-Service over 24 Hours	2.1%	3.4%	3.9%	3.4%	4.6%	3.4%	8.3%						4.5%	5.0%
<b><u>Measure #4:</u></b>														
Operator Speed of Answer- Toll, Assistance and Information	5.56	4.76	4.38	5.24	5.43	4.60	4.89						4.99	5.65 secs
<b><u>Measure #5:</u></b>														
Repeat Trouble Rate Installation	12.43%	13.11%	12.93%	12.08%	11.97%	13.01%	13.49%						12.72%	16.90%
<b><u>Measure #6:</u></b>														
Repeat Trouble Rate Repair	9.27%	9.58%	9.22%	10.43%	10.44%	10.00%	8.61%						9.63%	13.92%
<b><u>Measure #7:</u></b>														
Missed Installation Commitments	3.53%	3.09%	2.89%	2.57%	2.17%	2.59%	2.76%						2.78%	10.00%
<b><u>Measure #8:</u></b>														
Missed Repair Commitment *	5.06%	6.10%	7.13%	7.28%	7.19%	7.40%	9.44%						7.35%	9.58%
* Revised #s for January thru April														
<b><u>Measure #9:</u></b>														
Average Speed of Answer-Repair	12.91	17.70	29.53	25.98	32.94	29.17	42.57						28.42	60 secs
<b><u>Measure #10:</u></b>														
Average Speed of Answer- Customer Calling Centers	56.91	49.53	55.09	47.05	52.13	51.93	56.16						52.84	60 secs